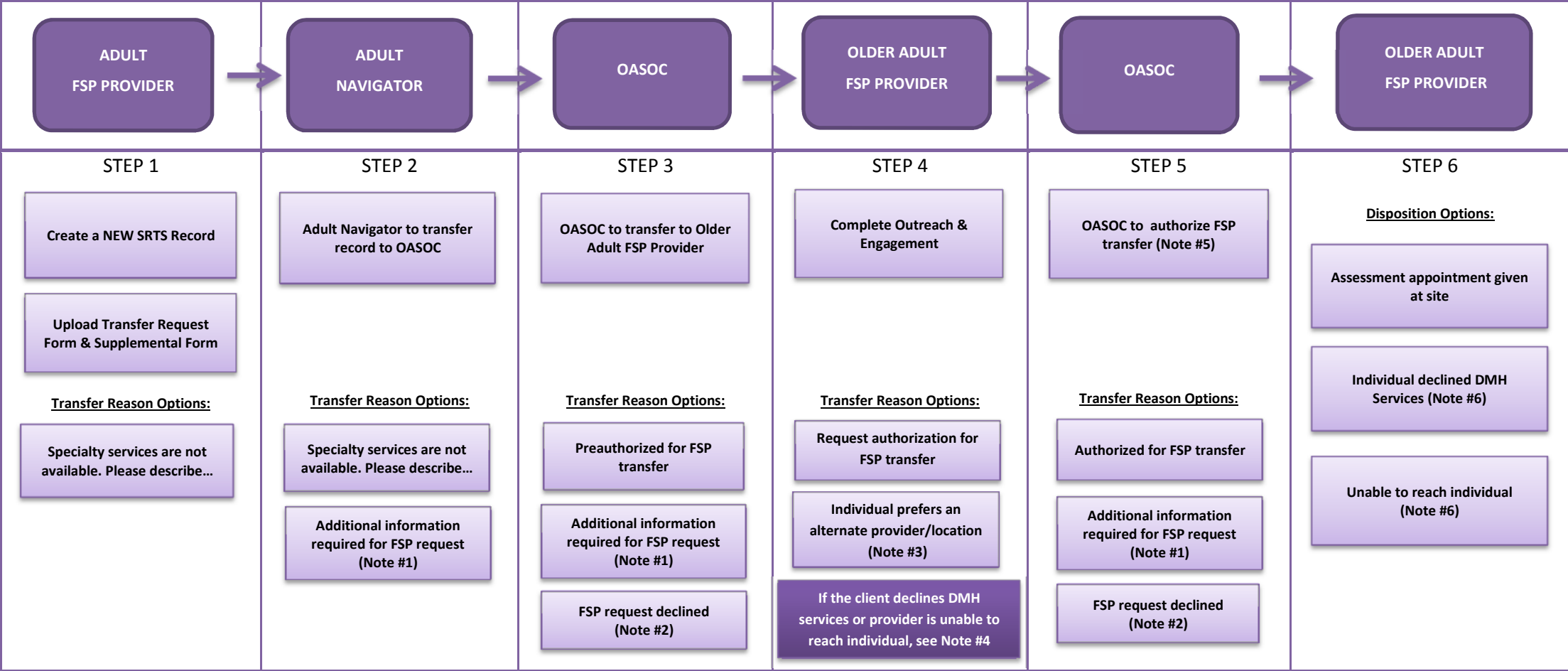


COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
SERVICE REQUEST TRACKING SYSTEM (SRTS)

ADULT SYSTEM OF CARE (ASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW  
TRANSFER FROM ADULT FSP PROVIDER TO OLDER ADULT FSP PROVIDER



- Note #1:** If the Navigator or OASOC needs additional information to determine approval for the request, they will transfer the record back to the FSP Provider or Navigator with the transfer reason of “Additional information required for FSP request.”
- Note #2:** If a request for transfer is declined, OASOC will discuss linkage with Adult Navigator.
- Note #3:** If the client prefers another provider/location, transfer back the OASOC for linkage.
- Note #4:** If the client declines DMH services or provider is unable to reach individual, enter a disposition then transfer back to OASOC, then Adult Navigator, then Adult FSP Provider to start Disenrollment from original authorized record.
- Note #5:** OASOC will inform ASOC of successful authorization via e-mail. ASOC will then notify Adult Navigator and Adult FSP Provider via e-mail.
- Note #6:** If the FSP Provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify OASOC and consider Disenrollment.